



Dear Pharmacy,

Thank you for choosing to do business with the Workers' Compensation Board – Alberta (WCB). In establishing this relationship, we agree to do our best to meet your expectations, processing payments quickly and accurately with the highest level of customer service while minimizing the financial burden to workers.

This package will provide you with all the information required to obtain authorization, prepare and submit claims and satisfy any questions you may have.

Authorization of prescriptions and medical supplies

WCB is committed to covering the costs of prescriptions and medical supplies associated with a work-related injury or illness. Authorization for these costs should be received prior to dispensing these items and can be obtained through calling the Claims Contact Centre at (780) 498-3999 (in Edmonton) or 1-800-661-9608 (across Canada).

When requesting authorization, you will need to provide the drug identification number (DIN), quantity and prescribing doctor for each medication that you will be dispensing.

Completing claim forms

In order to process your payment(s), WCB requires the following information:

- Worker's name, contact information and claim number
- Provider's name and contact information
- Drug name, DIN, quantity, date of service, prescribing doctor and billed amount

The [Pharmacy prescription invoice \(C774\)](#) includes all of these requirements; however, an electronically-generated invoice containing the same information is also acceptable. The C774 invoice is available on the WCB website at wcb.ab.ca > [Health Care Providers](#) > [Find forms & supporting documents](#), under the heading "Pharmacists".

Please do not submit individual prescription receipts or till receipts with your invoices. In an effort to effectively manage our claims, we ask that invoices be submitted within at least one month of the service being provided. Invoices received greater than one (1) year from the date of service will not be processed.

Note: WCB is the primary insurance carrier for all authorized costs. Any claims for prescriptions and medical supplies associated with the work-related injury or illness should be submitted to WCB prior to any other third party.

Please be advised that any address and contact information you provide for billing and communication purposes may be disclosed to third parties, including the claimant and employer.



Submitting claim forms

Completed invoices may be submitted:

- By mail to PO Box 2415, Edmonton AB, T5J 2S5
- By fax to (780) 427-5863 or toll free at 1-800-661-1993
- By email to contact.centre@wcb.ab.ca

Inquiries

Please allow WCB six to eight weeks to process claims. If you have not received payment after this time, please fax your invoice directly to the Medical Aid department at (780) 498-7852 and indicate that it is a resubmission.

GST/HST exemption

The federal government has exempted WCB from goods and service tax (GST) and harmonized sales tax (HST) on the purchases of goods and services. Our GST/HST exemption number is R#124072513. Please do not include these costs on your invoice.

Protection of Privacy Act (POPA) and the Access to Information Act (ATIA)

WCB is subject to both [POPA](#) and [ATIA](#) privacy legislation (formerly the *Freedom of Information and Protection of Privacy Act* [FOIP]). In keeping with the best practices for the protection of personal information in its custody and under its control, WCB has adopted the practice of having only one claim number and one client per invoice. As a result, WCB is not able to accept billings that do not follow these guidelines.

Please be advised that any address and contact information you provide for billing and communication purposes may be disclosed to third parties, including the claimant and employer.

Please direct any further questions to the Claims Contact Centre at (780) 498-3999 (in Edmonton) or 1-800-661-9608 (across Canada). WCB looks forward to working with you in our commitment to a safe, healthy and strong Alberta.

Please be advised that any address and contact information you provide for billing and communication purposes may be disclosed to third parties, including the claimant and employer.

